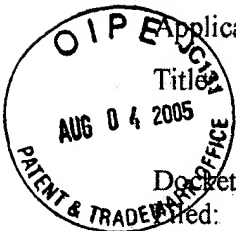


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IRW
2157 ✓



Applicant: Robert Joyce et al.

Title: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT
AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

Docket No.: 2046.008US1

Serial No.: 09/604,199

Filed: June 27, 2000

Due Date: August 7, 2005

Examiner: Lashonda T. Jacobs

Group Art Unit: 2157

MS Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ An Amendment and Response (14 pgs.).
- ☒ Petition for Extension of Time (1 pg.)
- ☒ Authorization to charge the Deposit Account No. 19-0743 in the amount of \$120.00 to cover the Extension of Time Fee.

If not provided for in a separate paper filed herewith, Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

Customer Number 21186

By: Mark R. Vatuone

Atty: Mark R. Vatuone

Reg. No. 53,719

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 2nd day of August, 2005.

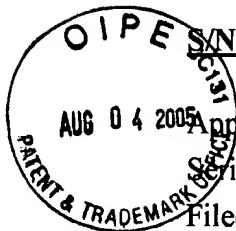
Dawn R. Shaw

Name

Dawn R. Shaw
Signature

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

(GENERAL)



SN 09/604,199

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| | | | |
|-------------|---|-----------------|-----------------|
| Applicant: | Robert Joyce et al. | Examiner: | Lashonda Jacobs |
| Serial No.: | 09/604,199 | Group Art Unit: | 2157 |
| Filed: | June 27, 2000 | Docket No.: | 2046.008US1 |
| Title: | SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT | | |

AMENDMENT AND RESPONSE UNDER 37 CFR § 1.111

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

This responds to the Office Action mailed on April 7, 2005. Please amend the above-identified patent application as follows.

This response is accompanied by a Petition, as well as the appropriate fee, to obtain a one-month extension of the period for responding to the Office Action, thereby moving the deadline for response from July 7, 2005 to August 7, 2005.